



UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS
UNITED STATES PATENT AND TRADEMARK OFFICE
WASHINGTON, D.C. 20231
www.uspto.gov



Bib Data Sheet

CONFIRMATION NO. 5651

SERIAL NUMBER 10/015,290	FILING DATE 12/17/2001 RULE	CLASS 703	GROUP ART UNIT 2423 2125	ATTORNEY DOCKET NO. AUS920010918US1
APPLICANTS Carl Phillip Gusler, Austin, TX; Rick Allen Hamilton II, Charlottesville, VA; Timothy Moffett Waters, Richmond, VA;				
** CONTINUING DATA ***** <i>None</i>				
** FOREIGN APPLICATIONS ***** <i>None</i>				
IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 01/18/2002				
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after met <input type="checkbox"/> Allowance		STATE OR COUNTRY TX	SHEETS DRAWING 6	TOTAL CLAIMS 19
Verified and Acknowledged Examiner's Signature <i>[Signature]</i> Initials		INDEPENDENT CLAIMS 4		
ADDRESS Paul D. Heydon Patent Attorney 6102 Broadway, Suite B2 San Antonio, TX 78209				
TITLE Employing speech recognition and capturing customer speech to improve customer service				
FILING FEE RECEIVED 824	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	